Title	PAIA MANUAL
Reference	CC-3 v1.0

History

v1.0
Dec 24, 2025

The reason for this manual is to promote transparency and accountability by guiding the public on how to request access to information from *Rated Original (Pty) Ltd* in compliance with the Promotion of Access to Information Act, 2000.

This PAIA Manual is published in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (PAIA) and gives effect to the right of access to information as entrenched in Section 32 of the Constitution of the Republic of South Africa, 1996.

This Manual further incorporates relevant provisions of the Protection of Personal Information Act, 2013 (POPIA).

Signatories

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PAIA MANUAL

1. PAIA MANUAL

Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

This PAIA Manual is published in accordance with **Section 51 of the Promotion of Access to Information Act, 2000 (PAIA)** and gives effect to the right of access to information as entrenched in **Section 32 of the Constitution of the Republic of South Africa, 1996**.

This Manual further incorporates relevant provisions of the **Protection of Personal Information Act, 2013 (POPIA)**.

1.1. 1. INTRODUCTION

Rated Original is a full-service **website design and digital transformation agency** specialising in:

- Online visibility and web development
- Digital marketing and social media strategy
- Brand creation, brand management, and rebranding
- Business setup and compliance support

Our approach is rooted in innovation, performance, and measurable growth. In a digital-first economy, Rated Original partners with businesses to build strong online identities, compliant systems, and scalable digital solutions.

This Manual outlines the procedures for requesting access to records held by Rated Original in compliance with PAIA, while ensuring that personal information is protected in line with POPIA.

1.2. 2. COMPANY & CONTACT DETAILS

Private Body: Rated Original

Information Officer (as defined by PAIA & POPIA):
Mr. MG Sehlabela

Managing Director / CEO

Postal Address:
6399 Mshadza Trust, White River, 1240

Physical Address:
6399 Mshadza Trust, White River, 1240

Telephone:
013 013 0342 | 073 987 9872

Fax:
086 206 1685

Email:
info@ratedoriginal.com | glen@ratedoriginal.com

Website:
www.ratedoriginal.com

All PAIA and POPIA-related correspondence must be addressed to the Information Officer.

1.3. 3. PURPOSE OF PAIA

3.1 PAIA provides a requester with the right to access records held by a **private body**, provided that the record is required for the exercise or protection of any rights.

3.2 Requests by public bodies must demonstrate that the request is made **in the public interest**.

3.3 Access to records may be refused on grounds provided for in PAIA and POPIA, including the protection of personal information, confidential commercial information, and third-party rights.

1.4. 4. POPIA INTEGRATION

Rated Original is committed to processing personal information lawfully, reasonably, and securely in terms of POPIA.

Access to records under PAIA is **subject to POPIA**, and personal information will not be disclosed unless:

- Disclosure is legally permitted
- Consent has been obtained, or
- Disclosure is required by law

1.5. 5. APPLICABLE LEGISLATION

This Manual must be read in conjunction with, but not limited to, the following legislation:

- Promotion of Access to Information Act, 2000
- Protection of Personal Information Act, 2013
- Companies Act, 2008

- Electronic Communications and Transactions Act, 2002
- Consumer Protection Act, 2008
- Basic Conditions of Employment Act, 1997
- Income Tax Act, 1962

1.6. 6. SCHEDULE OF RECORDS HELD

Rated Original holds records relating to the following categories:

1.6.1. 6.1 Company Records

- Incorporation documents
- Shareholder and director records
- Statutory and compliance records

1.6.2. 6.2 Financial Records

- Invoices and quotations
- Accounting and tax records
- Bank and payment records

1.6.3. 6.3 Client Records

- Client contracts and agreements
- Project documentation
- Communication records

1.6.4. 6.4 Employee Records

- Employment contracts
- Payroll and HR records

1.6.5. 6.5 Operational & Marketing Records

- Branding and design files
- Website and hosting records
- Marketing and campaign data

Access to these records is subject to PAIA and POPIA limitations.

1.7. 7. FORM OF REQUEST

To facilitate the processing of a PAIA request, requesters must:

7.1 Complete the **prescribed PAIA request form**, available from the South African Human Rights Commission (SAHRC) website:
www.sahrc.org.za

7.2 Address the request to the **Information Officer (CEO)**.

7.3 Provide sufficient detail to enable Rated Original to identify:

- The record(s) requested
- The requester (and proof of authority if acting on behalf of another person)
- The form of access required
- Contact details within the Republic of South Africa
- The right being exercised or protected and why the record is required

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1.8. 8. PRESCRIBED FEES

8.1 A **request fee of R50.00** (excluding VAT) is payable for requests other than personal information requests.

8.2 If the preparation of the record exceeds **six hours**, a deposit of up to **one-third of the access fee** may be required.

8.3 Records may be withheld until the applicable fees have been paid.

8.4 A requester may apply to a court for relief regarding payment of fees or access decisions.

8.5 The full fee structure is available on the **SAHRC website**.

1.9. 9. DECISION TIMELINES

Rated Original will:

- Acknowledge receipt of a request
- Process requests within **30 days**, unless an extension is permitted by law
- Notify the requester of approval, refusal, or extension in writing

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1.10. 10. AVAILABILITY OF THIS MANUAL

This PAIA Manual is available:

- On the Rated Original website: **https://ratedoriginal.com/paia**
- Upon request from the Information Officer